

Johns Hopkins International: *Turning to Intranets.com to Bridge the Communication Gap Among Remote Office Employees*

When Johns Hopkins International needed to establish a more accurate and frequent communication process for its remote offices and traveling directors, it chose Intranets.com – the fastest, easiest, and most affordable collaboration solution.

CHALLENGE

Johns Hopkins International needed to establish a more efficient means of communication and information sharing among their remote office employees and traveling directors.

SOLUTION

Intranets.com's secure anywhere anytime access and integrated collaboration applications provide the ideal way for JHI employees to stay informed from diverse locations around the globe.

RESULTS

JHI employees around the world remain in tune with each other and able to access critical healthcare and patient information. Via the Intranets.com solution, they work together smarter and more efficiently.


Customer Business Profile

Leading a trend of rapid global changes in health, Johns Hopkins International (JHI) works with international patients, physicians and institutions to bring the best of Johns Hopkins Medicine in research, education, training and clinical services to the world community.

JHI is the organization within Johns Hopkins Medicine charged with advancing the Johns Hopkins mission of teaching, research and patient care on an international scale. In addition to coordinating care for international patients, JHI provides services in healthcare consulting, clinical service development, laboratory management, and education programs for the international medical community.

The Challenge

It's not always easy to keep everyone in the loop when "everyone" is often traveling to and located at various spots around the world. This was exactly the kind of challenge faced by Jacqueline Jordan, Marketing Manager at Johns Hopkins International. Jordan was originally asked by JHI's CEO to come up with a shared calendar solution that would simply allow remote offices and traveling employees to stay informed of each other's fluctuating schedules. But



Jordan took this assignment one step further and came back with a proposal to expand the calendar idea and select a more complete and integrated solution – one that addressed the needs of JHI employees in places around the globe. She found that solution in Intranets.com.


As the international arm of the acclaimed Johns Hopkins Hospital and the organization responsible for the care of its international patients, JHI has offices in Baltimore, Dubai, and Singapore. Because JHI provides services in healthcare consulting and education programs for the international medical community, it is both natural and necessary for its managing directors to travel quite frequently.

The Solution

In the results of an employee survey conducted by Jordan, JHI traveling directors and remote office employees expressed continual frustration about the lack of communication between different office locations, especially among the 80 JHI employees in Baltimore, the 80 in Singapore, and one person in Dubai. Something had to be done, and Jordan was delighted when she discovered Intranets.com. She comments, “I wanted something to address JHI’s remote office needs, and I was searching for a solution that was both user-friendly and affordable. I looked into several alternatives and received several quotes, but some of the pricing was outrageous. Intranets.com offered the most complete package for a very reasonable price!”

Positive Results

Jordan and her international colleagues like the way they can all access the intranet easily and securely from their respective locations. They especially appreciate the flexibility of the calendar



function and document library, and use both to keep up on travel itineraries, the latest hospital policies, and patient updates.

Prior to the implementation of the intranet, some JHI employees in Baltimore were using a shared network drive to access documents, but Jordan points out that this technique was extremely disorganized. “It was hit or miss, and you had to rely on luck to find what you were looking for. Once we started using the intranet though, I found the search function to be terrific.

With that you can find things much faster and the location of documents is much more intuitive. Storage space is not enough. You have to have organization too, and Intranets.com provided that structure.”

Looking ahead, Jordan is anxious to integrate the


recently released Intranets.com database application into a tool for daily use and information sharing across the ocean. She hopes to use it for scheduling purposes and as a way to track the status and use of videoconferencing equipment. “I’m pleased with the database application. I look forward to it serving as a knowledge management tool in the future, especially for our traveling directors.”

“The intranet has really become the front page of our organization. It’s a perfect vehicle to improve communication flow across our offices from Baltimore to Singapore and beyond.”

— Jacqueline Jordan
Marketing Manager
Johns Hopkins International

Reflections on the Intranets.com Solution

Jordan says the type of information shared among JHI offices is endless and diverse. “We post everything from industry articles to Visio flows to financial updates to company forms. Our offices in Singapore and Dubai feel so much more connected and informed, as does our staff in



Baltimore and our employees on the road. The intranet has really become the front page of our organization and a vehicle to improve communication flow across the world. I simply can't imagine going back to the old way of doing things.”

For more information on Johns Hopkins International, please visit www.jhintl.net.